

SPEAKING UP POLICY



YellowBridge QLD is committed to detecting and preventing illegal and other undesirable conduct; and in providing a mechanism whereby employees and others can report their concerns freely and without fear of repercussion.

YellowBridge QLD has zero tolerance to harassment or victimisation and will take action to protect those who raise a concern in good faith. We will ensure employees can raise genuine concerns regarding actual or suspected breaches of our ethical and legal standards (including suspected instances of fraud or corruption) without fear of reprisal or feeling threatened by doing so.

YellowBridge QLD will:

- Encourage people to report an issue if they genuinely believe someone has breached the Company Policies, Code of Conduct, the law or has been involved in fraud or corruption.
- Assist in ensuring that serious misconduct or unethical behaviour is identified and dealt with appropriately and in a timely manner.
- Investigate all reported concerns appropriately and will, where appropriate, provide feedback regarding the outcome of the investigation.
- Take the necessary course of action in response to the outcome of the investigation.
- Seek external expertise where required in the investigation process to ensure appropriate processes and reporting are adopted and outcomes are followed.
- Ensure an employee will not be discriminated against, disadvantaged, or harmed when speaking up in accordance with this Policy. We will take all reasonable steps to ensure that adequate and appropriate support and protection is provided for those who speak up.
- Ensure the person speaking up's identity and information remains confidential unless they provide consent to disclose their information.

Note: Speaking up is not about raising grievances or making false reports against employees. It is about reporting alleged breaches. Speaking up is often referred to as "Whistleblowing". Alleged breaches include any instances of misconduct or dishonest or illegal activity including violence, abuse, neglect or exploitation.

Related Policies

- Code of Conduct
- Anti-discrimination and Harassment Policy
- Fraud Policy

Related Procedures

- Speaking Up

Related Documents

- Corporations Act 2001, with particular references to the legal rights and protections as whistleblowers
- Human Rights Act 2019 (QLD)
- Fair Work Act 2009
- YellowBridge QLD Values
- Statement of Commitment to Quality and Continual Improvement
- Certificate of Approval – AS/NZS ISO 9001:2016: Quality Management Requirements

Quality Framework References

- Standards 1 & 6 – Human Services Quality Framework
- Standards 4, 5 & 6 – National Regulatory Code Community Housing
- NDIS Quality & Safeguarding Framework
- Aged Care Quality Standards

ISO 9001:2016 Quality Management Standards References

- 4 - Context of the organization
- 5 - Leadership
- 6 - Planning
- 7 - Support
- 8.4 - Control of externally provided processes, products and services
- 9 - Performance Evaluation
- 10 - Improvement

Policy Approval Authority

- YellowBridge QLD Ltd Board

Policy Custodian

- Chief Executive Officer